

DESCRIPTION OF SERVICE

1.0. GENERAL. Contractor shall provide qualified and trained personnel to provide communication and non-communications functions as set forth in this Statement of Work (SOW) to meet requirements for the place of performance listed in paragraph 1.1. Contractor shall be responsible for the management, personnel training, operation, scheduled and unscheduled maintenance, and preventive maintenance for equipment listed in Section III. Contractor shall be responsible for the functions listed in paragraph 1.1. Contractor shall provide sufficient personnel to meet requirements as listed in this SOW for place of performance identified in paragraph 1.1, throughout the performance period of this contract. Contractor shall meet all identified response and restoral times. If these response times cannot be met, contractor shall notify the designated government representative (i.e. Base Communications Officer, Maintenance Control, Facility Control Office) at the host communications unit within two hours of notification.

1.1. PLACE OF PERFORMANCE. Contractor shall perform services at the following locations:

<u>GREECE</u>	Systems Control	Wideband Maintenance	Patch and Test	Communications Maintenance	Inside Plant/Telephone Switching	Outside Plant	Message Center/Defense Message System	Manned (M) Unmanned (U)
Souda Bay		Yes	Yes	Yes	Yes	Yes	Yes	M

1.1.1. Contractor shall attend meetings and conferences pertaining to fulfilling the requirements of this contract at Souda Bay. Meetings may be conducted on a weekly, biweekly or tri-weekly basis.

1.2. SYSTEMS CONTROL. Contractor shall provide services to include real time transmission systems configuration control, circuit restoration, circuit activation, circuit deactivation, quality control and performance standards, status reporting, master station log, and other actions required by policies, responsibilities and operational procedures contained in Defense Information Systems Agency Circular (DISAC) 310-70-1 Chap 2.5. Contractor shall apply the performance standards and quality control standards contained in DISAC 300-175-9 and DISAC 310-70-57.

1.2.1. CIRCUIT RESTORATION. Contractor shall monitor for degradation, all circuits and systems traversing the facilities. Contractor shall begin to correct any degradation upon discovery or notification. Documentation shall be completed IAW DISAC 310-70-1, Chap 9.

1.2.2. QUALITY CONTROL AND PERFORMANCE STANDARDS. Perform quality control tests and measurements on all trunks, channels, circuits, and equipment for which the systems control facility is responsible IAW DISAC 310-70-1 Chap 6.

1.2.3. REPORTING PROCEDURES. Contractor shall accomplish reporting, tracking and monitoring procedures IAW DISAC 310-55-1 through the Facility control Office (FCO) or other applicable office. In addition, contractor shall comply with reporting procedures required in the Fleet Operational Telecommunications Procedures (FOTP).

1.2.4. MASTER STATION LOG. Contractor shall maintain a Master Station Log(s) IAW DISA Circular 310-70-1 Chap 9, or government approved automated program.

1.2.5. SERVICE INTERRUPTIONS. Contractor shall request and schedule authorized outages for all communications in their area of responsibilities to include subordinate sites IAW DISAC 310-70-1 Chap 7.

1.2.6. NODE SITE COORDINATOR. Contractor shall perform node site coordinator duties for the IDNX system and equipment, and the DISN NIPRNET/SIPRNET Nodes, and shall acquire all required training IAW DISAC 310-70-1, and DISAC 310-55-9.

1.2.7. CIRCUIT ACTIONS. Contractor shall perform necessary circuit action duties IAW DISAC 310-70-1 Chap 2, and DISAC 310-130-1, European Supplement 1.

1.2.7.1. Contractor shall be responsible for proper installation, modification, and removal of all circuits, wiring, and ancillary equipment IAW Telecommunications Service Orders (TSO's).

1.2.8. FACILITY LINK DATABASES. Contractor shall maintain and update a facility link database and comply with the reporting procedures IAW DISA Circular 300-85-1.

1.2.9. ALARM SYSTEMS. Contractor shall investigate, isolate, clear alarm conditions, such as IDNX, Telephone Switch, UPS/Generator system, or other station alarm systems. In the event of generator emergency, fire, or intruder alarms, the contractor shall notify the appropriate department for action to clear alarms and restore operations.

1.2.10. CRYPTOGRAPHIC OPERATIONS. Contractor shall change crypto variables IAW Communications Security Material System Publication 21 (CMS 21) and the applicable equipment manual, when scheduled or as directed by higher authority. Contractor shall perform crypto changes and replacement of crypto equipment IAW applicable DISA Circular 310-70-1, chapter 3, and record messages. Contractor shall perform "user level" maintenance for crypto equipment under their control. Contractor shall replace failed equipment with equipment spares, and transport failed equipment to the Electronic Keying Material System (EKMS) manager. Contractor shall pick up cryptographic equipment from the EKMS manager when repairs are

completed and return the equipment to the site spares inventory. Contractor shall comply with all contract security requirements, CMS 21, and the instructions/direction provided by the EKMS manager, in the performance of all crypto related duties.

1.2.11. ANCILLARY EQUIPMENT. Contractor shall install, adjust, and test all ancillary equipment IAW DISA Circular 310-70-1, European Supplement 2, Chap 6.

1.2.12. DISA OPERATING MESSAGES. Contractor shall maintain a general message file to include, but not limited to, DISA's European Defense Station (EURDEFSTA), European Defense Switched Networks Stations (EURDSNSTA), European Defense Satellite Stations (EURSATSTA), IAW DISA Circular 310-70-1 Chap 1.

1.2.13. STATION POWER. Contractor shall ensure that monthly and quarterly generator testing is conducted by NSA Public Works Department (PWD), and logged in the Master Station Log, IAW DISAC 350-195-2. Contractor shall ensure station ground system is tested by PWD and meets standards as required by DISA. Contractor shall report any discovered deficiencies in the power, grounding, heating, ventilation and air conditioning (HVAC) systems to the site government representative. Contractor shall monitor deficiencies until resolved.

1.3. COMMUNICATIONS MAINTENANCE. Contractor shall provide preventive, organizational, and intermediate level maintenance on all Government Furnished Property (GFP) as specified in Office of the Chief of Naval Operations Instruction (OPNAVINST) 4790.4(Series).

1.3.1. UNSCHEDULED MAINTENANCE. Contractor shall perform unscheduled maintenance on all equipment items where an equipment deficiency is found to exist during any maintenance action, or when directed to perform authorized equipment modifications by DISA, Commander Naval Networks Operations Command (COMNAVNETOPSCOM), or other administrative agencies.

1.3.1.1. Contractor shall utilize all necessary maintenance actions as required by OPNAVINST 4790.4, in attempting to repair problems or outages as expeditiously as possible.

1.3.1.2. Contractor shall utilize cannibalization only where approved by the Navy on site representative, and as outlined in OPNAVINST 4440.19.

1.3.1.3. Contractor shall collect information for the Maintenance Data Collection forms IAW OPNAVINST 4790.4.

1.3.2. PLANNED MAINTENANCE SYSTEM (PMS). Contractor shall perform all Planned Maintenance IAW OPNAVINST 4790.4. Contractor shall obtain appropriate authorization from users/DISA to perform maintenance requirements (MR) that will take active equipment offline. Contractor shall notify Director, NCTAMS EURCENT Det Souda Bay, or the Base Communications Officer, and Facility Control Office immediately prior to starting and after completing RED or Amber MRs IAW DISAC 310-70-1.

1.3.2.1 Contractor shall perform all Preventive Maintenance Checks on DISN Node equipment IAW DISAC 310-55-9.

1.3.2.2 Contractor shall perform all Preventive Maintenance Checks on IDNX Node equipment IAW DISAC 310-70-1 DISAE Supplement 3.

1.3.3. MASTER STATION LOG (MSL). Contractor shall maintain a Master Station Log IAW DISAC 310-70-1, Chap 9, to show all maintenance performed during each 24 hour period. This log may be combined with the MSL maintained in Systems Control, IAW Para 1.2.4 in this SOW.

1.3.4. REPORTING PROCEDURES. Contractor shall report any Hazardous Condition (HAZCON) to the appropriate agencies IAW DISAC 310-55-1, Status Reporting for GIG, and the Fleet Operational Telecommunications Program (FOTP), Chapter 8.

1.3.4.1. Contractor shall provide daily status updates to Director, NCTAMS EURCENT Det, Souda Bay and the Base Communications Officer (BCO) on all communications equipment status and open maintenance actions (Reference TE-4).

1.3.5. WARRANTIES. Contractor shall comply with all conditions called for by the manufacturer to retain the benefits of the guarantee or warranty. Only if authorized in writing with the specific approval of the Director, NCTAMS EURCENT Det Souda Bay, shall Contractor break the seal, dismantle, or modify sealed equipment under manufacturer guarantee or warranty.

1.3.6. MAINTENANCE CONTROL. Contractor shall perform work center maintenance control actions and act as the single focal point for directing, controlling, planning, scheduling, reporting, coordinating, and tracking all maintenance activities for communications circuits and equipment IAW OPNAVINST 4790.4, and Commander Naval Computers and Telecommunications Command Instruction (NAVCOMTELCOMINST) 4790.1(Series).

1.3.6.1. Contractor shall coordinate status changes with all concerned agencies. Coordination procedures shall be IAW DISAC 310-70-1, OPNAVINST 4790.4, and shall be included in the contractors Standard Operating Procedures (SOP's). Coordination shall include the start time and Estimated Time of Return to Operation (ETRO). ETRO's will be updated when the contractor becomes aware that the time of return to operation will be delayed, regardless of the reason for the delay.

1.3.7. MAINTENANCE, MATERIAL, MANAGEMENT SYSTEM (3-M). Contractor shall report and validate equipment status, using the OPNAV 4790/2K form, to the Director, NCTAMS Det, and the Ships Parts Control Center, as required by OPNAVINST 4790.4, NAVCOMTELCOMINST 4790.1A, and amplifying directives.

1.3.7.1. Contractor shall utilize the 3-M SKED automated scheduling program to prepare and maintain the Cycle, Quarterly, and Weekly maintenance schedules, to include MRs, routine maintenance and equipment installations or removals. The Quarterly Schedule must be provided

to the Base Communications Officer for approval/signature at least ten working days prior to the effective date. Contractor's designated Work Center Supervisor will send the completed schedules, annotated with Job Control Numbers, to the Base Communications Officer and QAE office.

1.3.8. TEST MEASUREMENT AND DIAGNOSTIC EQUIPMENT (TMDE). Contractor shall perform operator and organizational level responsibilities for all US Government furnished TMDE IAW COMNAVCOMTELCOMINST 4790.2(Series).

1.3.8.1. Contractor shall be responsible for preparing all paperwork for shipping TMDE to the Navy designated calibration facility. TMDE and accompanying paperwork shall be delivered to NCTAMS Supply department for shipping to the Navy designated calibration facility.

1.3.9. RESPONSE/RESTORAL TO OUTAGES/SITE ALARMS. Contractor shall respond on site, in person, within 30 minutes, to all degradations, outages, site alarms, or HAZCONs of station trunks, links, circuits, equipment and/or power. Contractor shall restore capability within 24 hours or notify the government if restoral time cannot be met within 24 hours. Contractor shall inform maintenance control, FCO, and any applicable Network Control Center (NCC)/Network Operations Service Center (NOSC) or commercial vendor of the outage. Contractor shall comply with the directions of DISA Europe and the Regional Control Center regardless of any predetermined restoration priority. Contractor shall maintain a record of response times for each system or sub-system outage and degradation. If required response times cannot be met, contractor shall notify (orally and by e-mail) the Director, NCTAMS EURCENT Det Souda Bay, and the Base Communications Officer (BCO), within two (2) hours of notification.

1.3.9.1. Contractor shall treat all site alarms as actual threats until verified by Systems Control personnel or appropriate government agency. Systems Control shall monitor and verify alarms to determine site status prior to calling out NSA PWD, or contractor technicians. Contractor shall reset all alarms once the site is secured. Contractor shall adhere to site security requirements as outlined in OPNAVINST 5530.14, and OPNAVINST 5530.15 (Series).

1.3.9.2. Contractor shall ensure that on-duty personnel notify the local emergency response personnel of fire/intruder alarms. Upon arrival on site, contractor shall provide site access and escort for designated US or Host Nation (HN) emergency response personnel.

1.3.10. EQUIPMENT or CIRCUIT INSTALLATION and/or REMOVAL. Contractor shall be required to perform equipment or circuit installation and/or removal IAW DISA and/or Navy direction. Contractor shall not be expected to handle all technical aspects of a major system upgrade (i.e. installation of ATM). However, the contractor shall accomplish routine project installations or removals.

1.3.11. FIELD CHANGES AND AUTHORIZED EQUIPMENT MODIFICATIONS. Contractor shall perform all field changes and authorized equipment modifications to government furnished equipment only upon receipt of government issued modification directives IAW OPNAVINST 4790.4.

1.3.12. EMERGENCY GENERATORS. Contractor shall contact within 5 minutes the designated repair activity if the emergency generators or UPS fail to start or operate normally. Contractor's maintenance control function shall track the status of all emergency generator repair actions until repairs are completed. Contractor shall have start-up procedures for the generator and switch gear, and shall include these procedures in the Standard Operating Procedures (SOP's).

1.4. WIDEBAND MAINTENANCE. Contractor shall be responsible for the Operation and Maintenance of the installed Satellite wideband communications equipment.

1.4.1. Contractor shall perform troubleshooting and fault isolation of the satellite terminal equipment. Contractor shall conduct fault isolation down to the lowest replaceable unit (LRU). Contractor shall use available spare equipment to replace the faulty LRU. In the event that replacement of the faulty unit is insufficient to restore operations, the contractor shall notify the Base Communications Officer, or Director, NCTAMS EURCENT Det, and shall contact DISA to conduct in-depth troubleshooting to restore full operations.

1.4.2. ANTENNA SUPPORT. Contractor shall perform all maintenance activities, including visual inspections, cleaning, troubleshooting, replacement of lowest replaceable unit, ordering and tracking parts needed for repair.

1.5. COMMUNICATIONS MESSAGE CENTER OPERATIONS. Contractor shall operate and maintain the command message center, including Defense Message System (DMS), Personal Computer Message Terminal (PCMT), and other DOD/DON provided message systems. Contractor shall operate all computers/servers, printers, and associated cryptographic equipment to accomplish the receipt and transmission of military message traffic.

1.5.1. Contractor shall provide Defense Message System (DMS) Network/Small Computer Technical Support for the User Concentration Site (UCS) Groupware Servers (GWS), customer Enabling Computers (ECs), and associated peripherals to include but not limited to the system administration, set up, configurations, applications, operations, troubleshooting, installations, customer/end user training, and removals of the following: hardware, operating systems and software.

1.5.2. Contractor shall provide support to ensure system connectivity, performance throughput, security validation, availability, data integrity and data recovery.

1.5.3. Contractor shall act as primary point of contact for local users, and liaison with Global Help Desk/Area Control Center (ACC) for resolution of user/system problems.

1.5.4. Contractor support shall include but is not limited to establishing network addresses and connections, monitoring system performance, adding and removing users, performing installation of Field Engineering Notices (FENs), and assisting users in performing system upgrades on EC's.

1.5.5. Contractor shall maintain historical records on all servers and customer EC's to include: Equipment Serial numbers, FENs installed, software upgrades installed, trouble history, and location. Contractor shall be responsible for providing updates to the Detailed Design Documents (DDD), as required.

1.5.6. Contractor shall be responsible for conducting system and data backups and recovery, supporting data loading, performing security checks, validating software licensing, and providing general system support required to ensure reliable system operation.

1.5.7. Contractor shall log all issues/outages of hardware or software, assign priority and forward trouble ticket to appropriate work center for action, tracks status of all outages and prepares daily situation report.

1.5.8. Contractor shall provide maintenance of FORTEZZA to include but not limited to the following: create X.509 forms to request FORTEZZA cards for users, and provide user training.

1.5.9. Contractor shall maintain and manage the Personal Computer Message Terminal (PCMT) and other DOD provided message systems, transmit and receive messages via the Navy Tactical Messaging Gateway (TMG), properly distribute messages to users and deployed tactical units.

1.5.10. Contractor shall maintain the Distributed Plain Language Address Verification System (DPVS) database and all required Naval Telecommunications Publications (NTPs), Joint Army Navy Air Force Publications (JANAPs), and Allied Communications Publications (ACPs), and applicable DISA Circulars/Instructions. Contractor shall incorporate Best Commercial Practices where applicable.

1.6. INSIDE PLANT/TELEPHONE SWITCHING. Contractor shall provide all services necessary to operate and maintain the installed telephone switch, and associated ancillary equipment, including voice mail, and SL1 Option 61C. The telephone switch maintenance console shall be manned Monday through Friday, from 0730-1630, with the exception of U.S. National holidays. Contractor shall perform the following:

1.6.1. TELEPHONE SWITCH MAINTENANCE, TROUBLESHOOTING, & REPAIR. Contractor shall be required to perform all routine telephone switch maintenance. Contractor shall be required to troubleshoot and repair base telephone switch, to include all remote switching equipment, and ancillary equipment including voice mail, and the NORTEL SL-1.

1.6.1.1. EMERGENCY TECHNICAL ASSISTANCE SUPPORT (ETAS). If the contractor is unable to resolve an outage on the switch or related equipment within 30 minutes, the contractor shall notify the Base Communications Officer, and contact the ETAS support desk for assistance.

1.6.2. Contractor shall operate the telephone maintenance console to install new telephone extensions, perform programming changes on telephone numbers, set/change class of service, and to activate/deactivate special features.

1.6.3. Contractor shall troubleshoot telephone outages and restore service, or refer outages to the proper repair agency. When required by other communications facilities, including the commercial telephone provider, coordinate in troubleshooting end-to-end circuit problems whether operated and maintained by government or other agencies.

1.6.4. Contractor shall maintain the telephone main distribution frame (MDF), intermediate distribution frame(s) (IDF), and all switch and cable records.

1.6.5. Contractor shall perform all cross connects at the MDF/IDF for installation, relocation, or removal of telephone service or communications circuits transiting the facility.

1.6.6. Contractor shall serve as a single point of contact for all telephone communications outages in coordination with maintenance control, and the BCO trouble desk.

1.6.7. TROUBLE REPORTS. Contractor shall maintain an accurate record of trouble reports made by system users. This record shall include appropriate identification of the user by station line affected or cable number, time and date trouble was reported, nature of the report, the action taken to clear or satisfy the complaint, and the date and time of clearance or other dispositions.

1.6.8. RESPONSE TO OUTAGES, TROUBLE CALLS, AND FAULTS. Contractor shall respond on site, in person, within one hour of notification by the Base Communications Officer, or his designated representative, to troubleshoot/repair mission-essential systems. Contractor shall maintain a record of response times for each system or sub-system outage, trouble call, and fault.

1.6.9. INSTALLATION/DISCONNECT/RELOCATION SERVICES: These services shall be completed in accordance with the schedule established below:

WORK REQUEST RESPONSE TIMES	
WORK REQUEST	RESPONSE TIME
1. URGENT service order actions (Software changes) (i.e., Suspend and Restore Telephone service, Class of Service, Call forwarding, Call Waiting, Etc.)	Same Day
2. ROUTINE service order actions (Software changes) (e.g., Suspend and Restore Telephone service, Class of Service, Call forwarding, Call Waiting, Etc.)	1 Working Day
3. ROUTINE install of telephone service where sufficient cable pairs are available at the protector.	5 Working Days
4. URGENT install of telephone service where sufficient cable pairs are available at the protector of the building.	1 Working Day
5. ROUTINE install of telephone service from the	30 Working Days

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vertical side of the Main Distribution Frame (MDF)
to the Pedestal, protector of the building and from
the protector to the instrument.

6. **URGENT** install of telephone service from the vertical side of the Main Distribution Frame (MDF) to the Pedestal, protector of the building and from the protector to the instrument. 15 Working Days

7. **ROUTINE** relocation of telephone service(s). 5 Working Days

8. **URGENT** relocation of telephone service(s). 1 Working Day.

The Base Communications Officer (BCO) will determine which urgency code will be assigned to work requests.

1.6.10. SERVICE INTERRUPTIONS. Whenever Contractor must interrupt service during regular working hours for the purpose of working on line, cables, or equipment, the work shall be done at a time which will cause the least inconvenience to the users, and at no additional cost to the Government. Any requirement for a major system service outage must first be approved, at least 7 working days in advance, by the Base Communications Office. Contractor shall ensure that all customers are notified of scheduled outages. When a telephone is reported or found to be out of order, it shall be restored to service the next normal duty day, for routine-use equipment, or within two hours for emergency-use equipment.

1.6.11. MODIFICATIONS AND NEW PROGRAMS. Maintain and operate all equipment or systems installed or revised by authorized modifications and new programs.

1.6.11.1. Contractor shall install all Switch Revision Modifications (SRMs) as directed by DISA or other authorities.

1.6.12. MASTER STATION LOG. Contractor shall maintain a Master Station Log(s) IAW DISA Circular 310-70-1 Chap 9, this log may be combined with the Master Station Log maintained by Systems Control.

1.6.13. TELEPHONE SYSTEMS FILES. Contractor shall maintain equipment history files for all Telephone Systems Equipment. Contractor shall ensure the history files are reviewed for accuracy annually. Contractor shall ensure the Facility Link Data files for the telephone switch are appropriately updated in accordance with DISA Circular 300-85-1.

1.7. OUTSIDE PLANT. Contractor shall install, repair, replace, upgrade, and maintain all specified outside plant equipment and outside plant cables/fiber optic cables from the vertical frame to the end-user premise equipment, IAW best commercial practices. Contractor shall identify, document and request maintenance actions from the BCO trouble desk, and BCO on all outside plant cable deficiencies discovered.

1.7.1. Contractor shall accomplish work orders in accordance with the work order response times listed in section 1.6.9.

1.7.2. Contractor shall install, maintain, repair, relocate, and remove all telephone instruments, ISDN telephone equipment, circuits, house cable and other associated equipment. Contractor shall assist with the installation, relocation, and removal of all modems, facsimile, and other similar communications equipment, as approved by the BCO.

1.7.3. Contractor shall inspect, install, maintain, repair, replace and test communication copper cables, fiber optic cables and premise wiring to the standards established in TIA/EIA 526-7, TIA/EIA 526-14, TIA/EIA 568, TIA/EIA 569, TIA/EIA 598 and TIA/EIA 758.

1.7.4. Contractor shall install, upgrade, replace, maintain, relocate, and remove all terminal boards, cross connect boxes, fiber optic couplers, fiber media converters, and communications pedestals, and shall run all cross connects, ensuring that all are properly grounded, tagged, labeled and/or stenciled.

1.7.5. Contractor shall furnish a copy of all completed work requests/trouble tickets to the BCO trouble desk and the BCO.

1.7.6. Contractor shall perform and record, an annual premise inspection of each building entry termination, and subscriber station to ascertain the adequacy of service and verify the location and condition of equipment. Contractor shall place DD Form 2056 (Telephone Monitoring) on all telephones other than direct Hellenic Greek telecommunications organization telephones.

1.7.7. Contractor shall perform and record an annual check of all cable vaults to determine if all cables in the vaults are properly bonded to the vaults' ground, and ensure cables are properly supported on the cable racks.

1.7.8. Contractor shall install telephone premise wire from the outside cable plant terminal protector to the telephone instrument, IAW TIA/EIA standards.

1.7.9. Contractor shall install, splice, and repair all outside cable plant cables/fiber optic cables. Fiber optic splices will use fusion splice and/or mechanical splice techniques IAW TIA/EIA standards. Contractor shall test all fiber optic cables, multi-mode and single mode, prior to installation, and upon completion of connections.

1.7.10. Contractor shall maintain all outside cable plant manholes and hand-holes, and shall perform, and record, an annual clearing of all foreign matter, to ensure that all cables/conduits are accessible and in good condition. Manholes/hand-holes shall be inspected for water intrusion monthly and after heavy rains, and dewatered as necessary.

1.7.11. Cable Pair Assignment Records. Contractor shall maintain accurate and readable cable pair assignment records in hard copy and electronic format, using best commercial practices. Contractor shall provide a monthly report of all changes to existing cable records to the BCO.

1.7.12 Contractor shall identify and mark buried, underground cable routes, manholes, handholes, pedestals, and cables.

1.8. NON-COMMUNICATIONS REQUIREMENTS:

1.8.1. ESCORT DUTY. Contractor shall perform escort services at all locations. Contractor shall ensure that the site is secure upon departure of all personnel. Access and security will be IAW SECNAVINST 5510.30, SECNAVINST 5510.36, and DISACs.

1.8.2. FILES. All files shall be maintained to the standards established in SECNAVINST 5212.5. Each work center shall maintain a library of publications pertinent to that facility. The publication library shall be IAW DISAC 310-70-1 Chap 9, and DISAE Sup 3 to DISAC 310-70-1. The publication library may be maintained in electronic form.

1.8.2.1. OFFICIAL FILES. Contractor shall retain and keep current at each work center the official files, manuals, charts, and drawings IAW SECNAVINST 5212.5. Contractor shall develop file plans for all work centers and manage the filing and disposition of records. All official documentation shall be maintained in English and is considered government property. All official documentation and files created, managed, and received by the contractor in regard to operation and maintenance of the systems, equipment and site(s), whether they be in the form of regulations, manuals, electrical messages, letters, etc, shall be transferred to any follow-on O&M contractor or agency.

1.8.3. STANDBY SCHEDULE. Contractor shall maintain a current standby schedule of on-call technicians and provide a copy to the Base Communications Officer.

1.8.4. EQUIPMENT CUSTODIAN. Contractor shall coordinate and work equipment matters with the NCTAMS EURCENT Det Souda Bay Defense Property Accountability System (DPAS) representative, for equipment accounted for in DPAS.

1.8.5. PROJECT SUPPORT. Contractor shall provide coordination on government developed technical solutions for upgrade, repair, or replacement of current telephone infrastructure or installation of telecommunications services to new construction facilities. Contractor shall review and provide comments and coordination on Program Support Agreements and Memorandum of Understanding. Contractor shall assist the representative of the Office of Primary Responsibility (OPR) with site surveys, by providing requested information, by providing technical documentation, or performing escort duties.

1.8.6. INFORMATION PROTECTION AND COMMUNICATIONS SECURITY (COMSEC) REQUIREMENTS. Contractor shall contact the Electronic Keying Material Security (EKMS) manager for the purpose of obtaining, storing and using COMSEC materials needed for secure communications. Contractor shall assign primary and alternate COMSEC Local Holders. Contractor personnel having access to COMSEC material shall have a final security clearance equal to or higher than the classification of the material they will be using. Contractor shall administer

the COMSEC Local Holder account program IAW CMS1, CMS 5, CMS 6, CMS 21, and the instructions provided by the EKMS manager.

1.8.7. BUDGET. Contractor shall submit annual projections on requirements for supply system, capital equipment and training expenses to be considered in government long-range budgeting. Submit annual requirements according NAVCOMTELCOMINST (NCTCI) 4790.2A for Test Equipment and NCTCI 5000.2 for Information Technology (hardware/software, etc.) acquisitions (Reference TE-4).

1.8.8. HOUSEKEEPING. Contractor shall provide general housekeeping services in all assigned facilities and areas, as listed in Table 3.1.2. Housekeeping services include, but are not limited to, cleaning, sweeping, mopping, scrubbing, waxing, window washing, and refuse disposal.

1.8.9 MATERIAL CONTROL. Contractor shall request all material/supplies through the on site supply personnel.

1.8.9.1. Contractor shall coordinate with the Detachment Supply Office for obtaining depot level maintenance, IAW OPNAVINST 4790.4.

1.8.9.2. Contractor shall coordinate with the Detachment Supply Office for pick-up and deliveries of supplies.

1.8.9.3. Contractor shall maintain bench stock IAW applicable Navy regulations for expendable items that are used on a regular basis. Contractor shall conduct a monthly inventory. The inventory shall be used by the contractor to determine which items must be placed on order through the supply system, in order to maintain baseline stock levels. A copy of the completed inventory, along with a proposed restock order, shall be delivered to the BCO upon completion.

1.8.9.4. Contractor shall establish positive control and efficient management of tools. Contractor shall maintain a tool inventory list, and conduct monthly inventories. The completed inventory shall be provided to the Base Communications Officer/QAE monthly.

1.9. SITE UNIQUE REQUIREMENTS.

1.9.1. NCTAMS EURCENT DET SOUDA BAY GREECE. Collocated with Naval Support Activity, Souda Bay, and Hellenic Air Force 115th Air Base. Access to the base requires prior approval of the Hellenic Air Force Representatives. Request for initial access must be submitted via NCTAMS EURCENT Det Souda Bay Administrative office.

1.9.2. The following table defines the service location:

GREECE

FACILITY	TYPE	REMARKS	SERVICING MOB
NCTAMS Det Souda Bay, GR	MOB	Collocated with Hellenic Air Force/Naval Support Activity, Souda Bay, Greece	

SECTION II**SERVICE DELIVERY SUMMARY**

	Performance Objective	SOW Paragraph	Performance Threshold
1	Required Reports	TE4	95% accuracy in maintaining and submitting all forms, reports, logs and schedules
2	Circuit Restoration	1.2.1	100% of all circuit degradations will be corrected
3	Service Interruptions	1.2.5. 1.6.10	90% of all requests will be submitted on-time; 100% of user notification/release time frames will be met; DISA approval authority will be acquired prior to initiation of service interruption
4	Node Site Coordinator	1.2.6	100% of Node Site Coordinator duties will be accomplished with a 95% accuracy rate
5	Circuit Actions	1.2.7	100% of all required links, trunks, channels, and circuits shall be maintained with 95% accuracy of required data
6	Cryptographic (Crypto) Key Changes	1.2.10.	100% of all crypto key changes will be conducted 95% of the time within the specified time frame
7	DISA Operating Messages	1.2.12	95% of all required documents will be on file
8	Communications Maintenance	1.3.2	100% of all maintenance will be conducted
9	Test Measurement and Diagnostic Equipment	1.3.8. 1.3.8.1	100% of all TMDE will be submitted for calibration; with 95% accuracy of all turn in documents.
10	Response to Outages/Site Alarms	1.3.9	100% Response to all outages, trouble calls, and faults with a 95% on-time rate.
11	WideBand Maintenance	1.4.1	100% of all maintenance requirements shall be scheduled; 95% of all scheduled maintenance shall be accomplished as scheduled.
12	Telephone System Maintenance	1.6.1	100% of all routine maintenance will be conducted; 90% of maintenance will be accomplished when scheduled.
13	Telephone Systems Work Orders	1.6.9	100% of all work orders will be completed; 95% of all work orders will be completed as scheduled.
14	Response to Outages, Trouble Calls, and Faults	1.6.8.	100% Response to all outages, trouble calls, and faults with a 95% on-time rate.
15	Outside Plant Functions	1.7, .1.7.1	100% of routine maintenance will be completed 95% of the time as scheduled
16	Outside Plant Work Order Response	1.6.9, 1.7.1	100% or all work orders shall be accomplished; 90% of all work orders shall be accomplished within the authorized response times.
17	Cable Installation	1.7.2, 1.7.3, 1.6.9, 1.7.9	100% of all installation work orders shall be completed, 90% of installations shall be completed within the allocated time frame authorized in paragraph 1.6.9.
18	Telephone System/Outside Plant Record Keeping	1.6.4, 1.6.7, 1.7.11	95% of all records will be maintained with an accuracy of at least 90%.
19	DMS Administration	1.5.4, 1.5.5.	100% of all FENs shall be applied to all DMS servers and ECs.
20	Local Holder Account Maintenance	1.8.6.	100% of all account transactions will be properly documented.

SECTION III
GOVERNMENT FURNISHED PROPERTY AND SERVICES

3. GENERAL INFORMATION. The Government shall provide the facilities, equipment, materials, records, and/or services listed below. All Government property used by the contractor shall be accounted for in accordance with the Government property clause and the general provisions of the contract.

3.1. GOVERNMENT PROPERTY. The Government shall provide to the contractor the facilities described below. Prior to any modification of the facilities performed by the contractor, the contractor shall furnish the contracting officer (CO) and provide documentation describing, in detail, the facility modification required. No alterations to the facilities shall be made without specific written permission from the CO. Contractor shall return the facilities to the Government in the same condition as received, fair wear and approved modifications excepted. These facilities shall be used for the performance of this contract only. Contractor shall submit report of all damage to government facilities (Reference TE-4). The report of damages shall be submitted to Director, NCTAMS Eurcent Det Souda Bay, USAFE CONS, Navy Functional Area Chief (FAC), and Navy QAP within 2 working days of the occurrence of damage.

3.1.2. SOUDA BAY FACILITIES.

SITE NAME	BUILDING NAME (IF ANY)	BUILDING NUMBER	FUNCTION OR OFFICE NAME	ROOM NUMBER	SQUARE FEET	REMARKS
NCTAMS EURCENT Det Souda Bay	Communications Detachment	4	Technical Control Facility/Message Center/Wideband		700	
	Communications Detachment	4	Switch Room		300	DMS-100 switch & Main Distribution Frame (MDF)
	Communications Detachment	4	SNSE Room		150	Meridian Voice Mail and SL-1 collocated
	Communications Detachment	4	MAP Room		150	Switch Operator Console
	Communications Detachment	4	UPS Room		75	Telephone Switch UPS Batteries
	Communications Detachment	4	Commercial Demark		100	Collocated with MAP room.
	Bench Stock Trailer		Telephone Bench Stock		80	
	Communications Office Trailer		Office space		90	Current use as Site Manager Office
	RUBB Building		Storage Area		800	Storage area for Cable Reels/Stand/Outside Plant Materials

3.2. GOVERNMENT-FURNISHED PROPERTY. The Government shall provide the contractor equipment listed below. Contractor shall manage the equipment in accordance with the provisions of the 'Government Property' clause of this contract. Contractor shall submit requests for replacement of GFP required in the performance of the contract to the FAC and CO for approval and any appropriate contract modification (Reference TE-4). If any equipment is missing, or damaged through negligence, it must be replaced at contractor expense. Custody of hand tools and other consumables will be provided on separate hand receipts.

3.2.1. SOUDA BAY PROPERTY

INV	FUNCTION	EQUIP CATEGORY	MANUFACTURER NAME	COMMON NAME	MODEL NUMBER	Qty	Remarks
1	Systems Control (SCF)	Comm Eq		Frame, Intermediate Distribution		1	
2	SCF	Comm EQ	Marconi	2X32Mb Commercial Interconnect Node		1	Provides Commercial Demark for all commercial leased circuits transiting TCF
3	SCF	Comm EQ		Orderwire computer		1	
4	SCF	TMDE	Hewlett Packard	Spectrum Analyzer	8562	1	
5	SCF	TMDE	Hewlett Packard	Audio Oscillator	8904A	1	
6	SCF/ Wideband	TMDE	Agilent	ESA Spectrum Analyzer	E4408B	1	Integral to M&C of Ku-Band Satellite System
7	SCF	TMDE	Acterna	2M/E1 Communication Analyzer	TTC 2230	1	
8	Wideband	Comm EQ	Andrews	4.6M Motorizable Antenna	237230	1	
9	SCF/ Wideband	Comm EQ	RADYNE	Universal Satellite Modem	DMD 15	5	2 Active; 3 spare
10	SCF/ Wideband	Comm EQ	RADYNE	1:1 Redundancy Switch	RCS 11	1	
11	SCF/ Wideband	Comm EQ	AnaCom	AnaSat Ku Band Transceiver/ LNC		3	2 Active; 1 Spare
12	SCF/ Wideband	Comm EQ	DataPath	Maintenance & Control System		1	Includes CPU; Keyboard; Software
13	SCF/ Wideband	Comm EQ	Tripp-Lite	4 Port KVM Switch		1	
14	SCF/ Wideband	Comm EQ	Black Box	Modem		1	
15	SCF/ Wideband	Comm EQ	CYDIO	Digital I/O Boards		2	

INV	FUNCTION	EQUIP CATEGORY	MANUFACTURER NAME	COMMON NAME	MODEL NUMBER	Qty	Remarks
16	SCF/ Wideband	Comm EQ		Weather Station	7440CS	1	Monitors temperature, windspeed, humidity, and rainfall. Integral to DataPath M&C system
17	SCF	Comm EQ		Bulk Encryption	KG-194	2	Encrypts Satellite Link
18	SCF	Comm EQ		Crypto	KIV-7	10	
19	SCF	Comm EQ		TACLANE Crypto	KG-175	2	
20	SCF	Comm EQ		Crypto	KG-84A	4	
21	SCF	Comm EQ		Crypto	KG-84C	4	
22	SCF	Comm EQ	Black Box	Fiber Modems		10	E-1 capable Fiber modems
23	SCF	Comm EQ	Cisco	Router	7000 series	2	NIPR/SIPR Node routers
24	DMS	Computers	Dell	Storage	220S	2	DMS
25	DMS	Computers	Dell	Storage	112T	2	DMS
26	SCF	Comm EQ	NET	Integrated Digital Network Exchange	Promina 800	1	3 shelf Promina
27	SCF	Comm EQ	ADC	Digital Patch Panels		6	
28	SCF	Comm EQ	Versitron	Fiber Modems		2	
29	SCF	Comm EQ	Black Box	KVM Switch	8 port	3	
30	SCF	Comm EQ		Multiplexer	FCC-100	5	
31	SCF	Comm EQ	Larscom	DSU/CSU	Larscom T-1	4	2 in SCF; 1 in Bldg 19; 1 in Building 4 LAN Room
32	SCF	Telephone	NORTEL	Remote Alarm		1	Monitored in SCF outside Normal working hours
33	SCF	Comm EQ	TRU-TIME	GPS Station Clock		1	Timing & Sync
34	DMS	Computers	Dell	GWS Server	PowerEdge 2650	4	DMS
35	DMS	Computers	Hewlett Packard	LAN Server/PDC	Vectra	6	

INV	FUNCTION	EQUIP CATEGORY	MANUFACTURER NAME	COMMON NAME	MODEL NUMBER	Qty	Remarks
36	DMS	Computers	Hewlett Packard	Workstation (W/S) Enabling Capability	Vectra	2	
37	SCF	Computers	Hewlett Packard	SIPRNET W/S	Vectra	2	
38	SCF	Computers	Gateway	DISA Node Site Coordinator W/S	500L	1	
39	DMS	Computers	Dell	PGWS Servers	PowerEdge 2400	1	DMS
40	DMS	Computers	Dell	PDC	PowerEdge 1650	1	DMS
41	DMS	Computers	Gateway	BDC	500L	1	DMS
42	DMS	Switch	Black Box	ServSwitch	8 Port	2	DMS
43	SCF	LAN		Fiber Patch Panels		5	5 SIPR in SCF
44	SCF	LAN	Cisco	Routers		3	SIPR
45	SCF	LAN		KVM Switches		3	
46	SCF	TMDE		Time Domain Reflectometer	1502-4	1	
47	SCF	TMDE		Frequency counter	1992	1	
48	SCF	TMDE		Oscilloscope	2246	1	
49	SCF	TMDE		Oscilloscope	AN/USM- 425	1	
50	SCF	TMDE		Transmission Test Set	3551	1	
51	SCF	TMDE	Fluke	Multimeter	77BN	2	
52	SCF	TMDE	Agilent	Fireberd	6000	3	
53	Telephone Switch	Digital Switch	NORTEL	Digital Telephone Switch	SL-100	1	DISA DSN End Office Switch
54	Switch Power	Telephone	Lorraine	Rectifier Power Supply System	Flotrol	4	
55	Switch operations	Telephone		MAP Console		2	
56	Voice Mail	Telephone	NORTEL	Meridian Voice Mail		1	
57	Voice Mail	Telephone		Operators Console		2	
58	E-1/T-1 Conversion	PABX	NORTEL	Digital PBX	SL-1 Option 61C	1	

INV	FUNCTION	EQUIP CATEGORY	MANUFACTURER NAME	COMMON NAME	MODEL NUMBER	Qty	Remarks
59	E-1/T-1 Conversion	Channel Converter	Cronus	E-1/T-1 Channel Converter		1	
60	SCF	Comm EQ		Dumb terminal		1	Node Site Coordinator Promina access/monitor terminal
61	Telephone	Comm EQ		D4 Channel Bank & Equipment Rack		2	
62	Telephone	Frame		Main Distribution Frame		1	
63	Telephone	SNSE		Audio Patch Panel		2	
64	Telephone	SNSE		Equipment Rack		2	
65	Telephone	MAP Room	NORTEL	Switch Alarm Panel		1	
66	Telephone	TMDE		Copper Cable maintenance Kit		1	
67	Telephone	TDR	S/N:030804924	Time Domain Reflectometer	TDR 900	1	
68	Telephone	ISDN	Harris	ISDN Test Set	TS 250	1	

3.2.2. EQUIPMENT INVENTORY. Contractor and a Government representative (identified by the Contracting Officer) shall conduct a joint inventory of Government-Furnished Property (GFP) no later than five (5) calendar days prior to start of work under this contract, within ten (10) calendar days of the start of any option periods, and not later than ten (10) calendar days before completion of the contract period (including any options periods). Contractor shall sign a receipt for all equipment provided by the Government. Contractor and the Government representative shall jointly determine the working order and condition of all equipment and document their findings on the inventory. The Government will replace missing items and repair all items not in working order, or the Administrative Contracting Officer (ACO) will direct the contractor to replace the missing items(s), or accomplish the repair and the contractor shall be reimbursed thereafter. The Government representative shall certify their agreement as to the working order of the equipment. Obtaining Additional or Replacement Equipment. The contractor shall submit requests for additional or replacement GFP to the QAP for processing. Such requests shall specify the reason for the replacement request. Items of equipment missing, or equipment not in working order subsequent to the joint inventory shall be recorded by the contractor and the ACO shall be notified in writing within 10 calendar days.

3.2.3. Equipment (LEASED). NONE

3.2.4. Equipment . See inventory listing 3.2.1.

3.3. GOVERNMENT-FURNISHED MATERIAL. The Government will provide an initial quantity of spare parts and bench stock. Subsequent requirements will be processed through Navy and other supply channels.

3.3.1. Systems Control Bench Stock

Location	Item (IDNX Card)	Quantity (Baseline)	Quantity On Hand	Remarks
SCF	FXO	1	1	
SCF	DS-1	2	2	
SCF	CEPT TRK	2	2	
SCF	422 TRK	3	3	
SCF	530 DCE	4	4	
SCF	SA 530	1	1	
SCF	PVAC	1	1	
SCF	SA-TRK	1	1	
SCF	TRK-2X	1	1	
SCF	TRK-2A	1	1	
SCF	PRC	2	2	
SCF	VC31	2	2	
SCF	QASD	1	1	
SCF	HSD-2	1	1	
SCF	VC-62	1	1	
SCF	USD	1	1	

3.3.2. Inside Plant Bench Stock

Location	Item	Unit of Issue	Quantity (Baseline)	Quantity On Hand	Remarks
Office Storage	0X10AA	Each	3	3	Box A
Office Storage	0X70AA	Each	9	9	Box A(6); B(3)
Office Storage	1X00AB	Each	1	1	Box B
Office Storage	1X00AC	Each	1	1	Box B
Office Storage	1X00AF	Each	1	1	Box B
Office Storage	1X36AB	Each	1	1	Box B
Office Storage	1X54AA	Each	2	2	Box B
Office Storage	1X55DA	Each	1	1	Box C
Office Storage	1X62CB	Each	1	1	Box C
Office Storage	1X68BC	Each	1	1	Box C
Office Storage	1X75AA	Each	1	1	Box C
Office Storage	1X90AA	Each	2	2	Box C
Office Storage	2X06BB	Each	3	3	BoxC(1); D(2)
Office Storage	2X10BA	Each	1	1	Box D
Office Storage	2X11BA	Each	2	2	Box D
Office Storage	2X45AB	Each	2	2	Box E
Office Storage	2X47AD	Each	1	1	Box E
Office Storage	2X48BA	Each	1	1	Box E
Office Storage	2X56AB	Each	1	1	Box E
Office Storage	2X57AA	Each	2	2	Box E
Office Storage	2X59AA	Each	11	11	Box E(3); F(8)
Office Storage	2X45AB	Each	10	10	Box G
Office Storage	2X70BA	Each	1	1	Box H
Office Storage	2X70AD	Each	1	1	Box H
Office Storage	2X70AE	Each	6	6	Box H(2); I(4)
Office Storage	2X71AA	Each	2	2	Box J
Office Storage	3X02AA	Each	1	1	Box J
Office Storage	3X09BA	Each	1	1	Box J
Office Storage	3X14BC	Each	1	1	Box J
Office Storage	3X03AA	Each	1	1	Box J
Office Storage	3X67AA	Each	6	6	Box J(4); K(2)
Office Storage	3X68AC	Each	1	1	Box K
Office Storage	3X82AB	Each	1	1	Box K
Office Storage	3X93AA	Each	1	1	Box K
Office Storage	5X30AA	Each	2	2	Box K
Office Storage	6X41AA	Each	2	2	Box K
Office Storage	6X42AA	Each	2	2	Box K
Office Storage	3X93AA	Each	10	10	Box L
Office Storage	6X48AA	Each	6	6	Box M
Office Storage	6X46BB	Each	1	1	Box M
Office Storage	6X46BA	Each	4	4	Box M
Office Storage	6X45AC	Each	8	8	Box N
Office Storage	6X45BA	Each	2	2	Box N

Location	Item	Unit of Issue	Quantity (Baseline)	Quantity On Hand	Remarks
Office Storage	3X70AA	Each	5	5	Box O
Office Storage	6X69DA	Each	4	4	Box O
Office Storage	3X75AA	Each	3	3	Box P
Office Storage	3X93AA	Each	7	7	Box P
Office Storage	3X71AA	Each	2	2	Box Q
Office Storage	3X73AA	Each	2	2	Box Q
Office Storage	3X74AA	Each	1	1	Box Q
Office Storage	3X75AB	Each	3	3	Box Q
Office Storage	3X76AA	Each	2	2	Box Q
Office Storage	2X70AD	Each	3	3	Box R
Office Storage	2X50AB	Each	1	1	Box S
Office Storage	2X53AA	Each	1	1	Box S
Office Storage	2X57AA	Each	1	1	Box S
Office Storage	2X59AA	Each	1	1	Box S
Office Storage	2X75AA	Each	1	1	Box S
Office Storage	2X96AA	Each	2	2	Box S
Office Storage	3X67BA	Each	1	1	Box S
Office Storage	3X72AA	Each	1	1	Box S
Office Storage	3X83AA	Each	3	3	Box S(1); T(2)
Office Storage	3X86AA	Each	1	1	Box T
Office Storage	5X30BA	Each	1	1	Box T
Office Storage	6X44AA	Each	1	1	Box T
Office Storage	6X46BB	Each	1	1	Box T
Office Storage	6X48AA	Each	2	2	Box T
Office Storage	6X50AA	Each	2	2	Box T

3.3.3. Outside Plant Bench Stock

Location (Shelf)	Item	Quantity (Baseline)	Quantity On Hand	Remarks
1A1a	Screw, Self Tapping	200	200	FSN: 5305-00-432-4171
1A1b	Screw, Tapping	500	500	FSN: 5305-00-432-4205
1A2	Screw, Self Tapping	500	500	FSN: 5305-00-879-7941
1A3	Anchor Kit	6	6	FSN: 5340-00-429-2556
1B1a	Amphenol, Female	10	10	FSN: 5935-01-052-9213
1B1b	Amphenol, Male	1	1	
1B2	Scotchlocks, Green	1000	1000	
1B3	Scotchlocks, Red	2000	2000	
1B4	Picabons, Purple	2000	2000	
1B5	Picabons, Red	1000	1000	
1C1	Tie Wrap, XL White	500	500	
1C2	Tie Wrap, L White	500	500	
1C3	Tie Wrap, M Black	150	150	
1C4a	Tie Wrap, S Black	200	200	
1C4b	Tie Wrap, S White w/label	100	100	
1C5	Tie Wrap, M White	500	500	
1D1a	RJ11 Modular Plugs	100	100	Clifford 32-1954UL
1D1b	RJ45 Modular Plugs	50	50	Central RJ-45
1D2	Jack, Telephone	40	40	597-01-121-1211
1D3	Wall Jack, RJ11 Plastic	25	25	Clifford IC-630B-4
1D4	Line Cord ASSY	20	20	5995-01-098-7925
1D5	Handset Cord, Small	10	10	
1D6	Handset Cord, Med	10	10	
1E1	Module, Fuse for MDF	200	200	5920-01-210-2299
1E2	Block, Terminal 6 PR	5	5	5940-00-089-7800
1E3	Block, Terminal 12 PR	5	5	5940-00-089-7801
1G1	Gloves, Rubber	50	50	
1G2	Tape, Electrical	10	10	5970-00-419-3164
1G3	Clip, Cable Splice GND	30	30	
1G4	Ring, Distro Small	20	20	5975-01-006-0697
1G5	Ring, Distro Med	20	20	
1G6	Ring, Distro LG	20	20	5805-00-099-0696
1H1	Clamp, Drop Wire	18	18	5975-00-295-8715
1H2	Clips, Bridge	15	15	5999-01-067-4949
1I3a	Fuse, 250A	2	2	
1I3b	Fuse, 150A	2	2	
1I4a	RF Filter Kit	2	2	
1I4b	Cord, GND	3	3	P/N 60221-194
1I4c	Snap, GND	2	2	P/N 60110-252
1K1	Krone Lightning BLK	32	32	P/N 80-81-558
1K3	Krone Lightning Arrest	500	500	P/N 80-81-559
1K4	Krone Label Windows	180	180	P/N 80-81-562
1L1	Krone Blocks	45	45	P/N 80-81-551

3.4. GOVERNMENT-FURNISHED SERVICES. The contractor will not be required to reimburse the Government for the cost of the following services. Notwithstanding the services listed below, the contractor shall perform all tasks identified in this contract.

3.4.1. Government-Furnished Utilities. Including electricity, gas, water, sewage and refuse collection.

3.4.2. Telephone Services: Contractor shall be provided telephone services as a commercial Class B2 customer for company/personal use. DSN capable telephone lines will be provided at each government provided service facility. The dial access capability will be restricted to only that capability required for mission accomplishment, to provide contact between the service facility and other service locations and facilities. This service is provided strictly for the purpose of completing the mission requirements of this contract (e.g., coordinate response to outage, parts/labor support, etc.).

3.4.3. Security Police and Fire Protection.

3.4.4. Limited emergency medical services – during normal operating hours, on a reimbursable basis.

3.4.5. Internet Access (Official Use Only)

3.4.6. Government-Furnished Lodging. None.

3.4.7. Government Furnished Vehicles. None.

3.5. GOVERNMENT PROVIDED TRAINING. The contractor is required to ensure appropriate personnel are identified and attend all required specialized or updated technical training offered by the Government, and provide names of proposed attendees upon request by the ACO.

SECTION IV GENERAL INFORMATION

4.1. GENERAL INFORMATION. In addition to the description of services provided in section I, the contractor shall perform the following general tasks.

4.2. PHASE-IN. During contract phase-in, the contractor shall perform all tasks required to commence full performance of services at the beginning of the basic contract period. Contractor shall develop and provide an effective phase-in plan addressing all elements, including but not limited to Telephone Control Plan, Property Control Plan, Quality Control Plan, Security Plan, Safety Plan, and Employee Listing to the Contracting Officer (CO). During phase-in period, the contractor shall ensure the Visitor Group Security Agreement (VGSA) is completed, obtain all required base access passes through NSA Security Department and the Hellenic AirForce Representatives, and security access badges from the NCTAMS Eurcent Det Souda Bay Security Manager.

4.3. CONTRACTOR PERSONNEL:

4.3.1. Contractor shall not employ a person for work under this contract if such a person is identified to the contractor by the Administrative Contract Officer (ACO) as a potential threat to the health, safety, security, general well being or operational mission of the installation and its population. Contractor shall not employ any person who is an employee of the United States (US) Government if the employment of that person would create a conflict of interest. In the event it becomes necessary to replace any contract personnel for any of the above reasons, contractor shall not be reimbursed for costs associated with such removal including the costs for replacement of personnel so removed. Contractor shall inform the Director NCTAMS EURCENT Det or BCO within 24-hours and submit a written report as required by TE-4 within five working days of incidents of misconduct by their employees that violate the laws of the USA or Host Nation that may affect contract performance or might lead to international problems between the USA and the Host Nation.

4.3.2. Contractor shall be responsible for obtaining any necessary licenses, permits, country/theater clearances, and entry authorizations to comply with any applicable U.S. and Host Nation laws, codes, and regulations. Contractor shall ensure employees maintain proper personal hygiene, as well as neat and professional dress and appearance while in the performance of their duties. Contractor employees shall wear company issued badges containing the company and employee name when required by the host base.

4.3.3. TRAINING. Contractor personnel providing the services listed in this statement of work shall have the qualifications required to perform the tasks. Contractor shall maintain current training documentation. This documentation must be made available to the QAP within 48 hours of request.

4.3.3.1. CONTRACTOR PROVIDED TRAINING. Contractor shall provide familiarization, not to include formal, training to government personnel. All requests for training shall be received from the Director NCTAMS EURCENT Det or BCO.

4.3.3.2. GOVERNMENT PROVIDED TRAINING. Government may provide formal training. Contractor thereafter shall be responsible for training all new employees. New contractor employees may attend formal training at contractor expense.

4.3.4. Project Manager (Mandatory). The Project Manager shall be responsible for the performance of all services within this SOW. The name of the person, who shall act for the contractor when the Project Manager is absent, shall be designated in writing to the CO at least 3 calendar days prior to the Project Manager's absence.

4.3.5 SECURITY CLEARANCE INFORMATION. Functions requiring security clearances are listed below:

4.3.5.1 Project Manager
Clearance. U.S. Secret

4.3.5.2. Communications Maintenance Technician
Clearance. U.S. Secret

4.3.5.3. Systems Control Technician
Clearance. U.S. Secret

4.3.5.4. Telephone Switching Technician
Clearance. U.S. Secret

4.3.5.5. Network/Computer Maintenance Technician
Clearance. U.S. Secret

4.3.5.6. Outside Plant Technician
Clearance. U.S. Secret

4.3.5.7. CITIZENSHIP. Only US citizens shall perform maintenance and/or service on equipment, containing or equipped to contain Cryptographic Controlled Items (CCIs), covered in this contract. Local Nationals may perform maintenance on non-cryptographic equipment. Contractors employing mixed work forces (i.e. American Citizens and Local Nationals) must ensure protection of CCI equipment in accordance with DoD 5220.22-S, CMS 1, and CMS 21.

4.3.5.8. Contractor personnel shall have OEM maintenance training on equipment and systems as applicable and upon request provide documentation of training to the FAC and the QAP.

4.4. QUALITY CONTROL In compliance with the contract clause entitled "*Inspection of Services - Fixed-Price*," (FAR 52.246-4), the contractor shall provide a Quality Control Plan. This plan shall describe in detail the contractor's Quality Control Program and shall be submitted no later than 30 calendar days after contract start. A draft plan shall be submitted with the proposal. The plan shall become a final document after review and acceptance by the CO.

4.4.1. QUALITY ASSURANCE. The Government will evaluate the contractor's performance under this contract according to the *Inspection of Services-Fixed Price*" (FAR 52.246-4). Performance Evaluation Meetings. The CO may require the contract manager to meet with the CO, contract administrator, QAP, and other government personnel as deemed necessary. The contractor may request a meeting with the CO when he or she believes such a meeting is necessary. Written minutes of any such meetings shall be recorded in the contract and signed by the contract manager and the CO or contract administrator. If the contractor does not concur with any portion of the minutes, such non-concurrence shall be provided in writing to the CO within 10 calendar days following receipt of the minutes.

4.4.1.1. INSPECTIONS/EVALUATIONS/REVIEWS BY OTHER THAN QAP. Contractor shall permit Department of Defense maintenance / measurement / inspection visits, QAP team visits, host base visits, other required functional reviews, evaluations or inspections as the government requires. Contractor shall ensure coordination with the QAP office and provide any assistance as necessary. Contractor shall be aware that this also includes MAJCOMs, DISA, Air Force Audit Agency, Inspector Generals Office, General Accounting Office or other government agencies.

4.5. PHYSICAL SECURITY. Contractor shall be responsible for safeguarding all government furnished property provided for contractor use. At the close of each work period, government facilities, equipment and materials shall be secured. Contractor shall immediately report to the QAP or CO any occurrence of lost or duplicated keys. In the event that keys are lost or duplicated, the contractor shall be required, upon direction of the CO, to re-key or replace the affected lock or locks without cost to the government. Contractor shall develop procedures covering key control and lock combination control that shall be included in the Security Plan.

4.6. HOURS OF OPERATION.

4.6.1. Normal hours are contingent upon the function being performed. Contractor shall perform requirements during normal hours, which are defined as 0730 - 1630 (9 hour days), Monday through Friday, excluding American federal holidays, unless otherwise stipulated per function or site within the SOW. However, the contractor shall also be on-call 24 hours a day 7 days a week including holidays for all sites.

4.6.2. FUNCTIONS AND HOURS FOR SOUDA BAY GREECE

FUNCTION	HOURS
Telephone Switch/Inside Plant	Normal duty hours, on-call 24 hours/day, 7 days/week, including holidays
Outside Plant	Normal duty hours, on-call 24 hours/day, 7 days/week, including holidays
Systems Control/ Communications Maintenance	24 hours/day, 7 days/week, including holidays
Wideband Maintenance	24 hours/day, 7 days/week, including holidays
DMS/Message Center	24 hours/day, 7 days/week, including holidays

4.6.3. American Federal Holidays:

New Year's Day	1 January
Martin Luther King Day	3 rd Monday in January
Presidents Day	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	1 st Monday in September
Columbus Day	2 nd Monday in October
Veteran's Day	11 November
Thanksgiving	Last Thursday in November
Christmas	25 December

4.7. CONSERVATION OF UTILITIES. Contractor shall be responsible for operating under conditions, which precludes all waste of utilities.

4.8. RECORDS. Contractor shall be responsible for creating, maintaining, and disposing of only those government required records that are specifically cited in this SOW or required by the provisions of a mandatory directive listed in Tech Exhibit 3, Publications and Forms. If requested by the government, Contractor shall provide the original record or a reproducible copy of any such record within 5 working days of receipt of the request.

4.9. CONTINGENCY OPERATION WORKLOAD SURGE. During contingency operations (e.g., Operation Iraqi Freedom), the Government expects extended workload surges in the message center, DMS administration, telephone switch operation and outside plant functions. Contingency operations may require extended work hours in telephone switch operations and outside plant, working in chemical biological suits, or restriction to base for Force Protection. Refer to USAFE FAR Sup 5352,215-9101.

4.10. LOGISTIC SUPPORT FOR CONTRACTORS.

4.10.1. Commissary (including rationed items): available.

4.10.2. AAFES/NEX facilities (includes military exchange, theater, food concessions, etc.): available.

4.10.3. Class Six (alcoholic beverages, includes rationed items): available; tobacco and spirits are subject to controls imposed by USAREUR Regulation 600-702, USAFE Instruction 34-101, and USNAVEUR Instruction 10110-1.

4.10.4. Customs exemptions and duty free importation of household goods.

4.10.5. Local services (morale, welfare, and recreation): available.

4.10.6. Military banking services: available.

4.10.7. Military postal services: available.

4.11.8. Mortuary services: available on a reimbursable basis.

4.11.9. All Hands club: available.

4.10.10. Drivers license: Contractors have no special status conferred by the SOFA or HN domestic law, regarding driving licenses. Personnel must complete USAFE driving class and pass a written test, administered by Naval Support Activity (NSA) Security Department on host nation driving laws and conditions. They will then receive a USAFE driving license (USAFE Form 374) that must be presented when they register their vehicles on base.

4.10.11. POV registration: In order to comply with US Base regulations and gain base access, vehicles must be registered with the NSA Motor Vehicle Registration Office (MVRO). Ownership of more than one vehicle is authorized, but only one tax free vehicle may be registered per household. Additional vehicles will be Greek registered vehicles and are subject to payment of Greek taxes. Only the tax free vehicle will be authorized purchase of tax free petroleum and oil products.

4.10.12. Petroleum and oil products (tax free): available for purchase on US bases using tax-free fuel coupons. NOTE: This is for use in privately owned vehicles, company vehicles supporting this contract are NOT entitled tax free petroleum and oil products.

4.10.13. Continuing education services: available, on a space-available, reimbursable basis.

4.10.14. Chapel services: available.

4.10.15. Dependent schools: NOT available.

4.10.16. Emergency medical and dental services: available on a reimbursable basis.